GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

APNRTS – Establishment of Special Cells in Districts to address the Non-Resident Telugu (NRT) issues – Orders-Issued.

GENERAL ADMINITRATION (POLL.C) DEPARTMENT

G.O.Rt.No.658. Dated: 07.04.2025.

Read the following:-

1. G.O.Ms.No.155, G.A.(Poll.C) Department, Dated:01.11.2017.
2. From the CEO, APNRTS, e-File C.No.2636232.

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ORDER:

Government of Andhra Pradesh, through the Andhra Pradesh Non-Resident Telugu Society (APNRTS), has been actively engaging with the global Telugu diaspora to promote the state's brand, seek investments and encourage the participation of Non-Resident Telugus (NRTs) in its development initiatives.

2. Government approved AP Migrants' Welfare and Development Policy - 2017 which is aimed at assurance of the safety and welfare of migrants/students, to facilitate skill trainings, skill upgrades, and to provide overseas/abroad employment opportunities to the migrants, returning migrants and potential migrants of AP. Also, facilitate preferential recruitment; take up activities which transfer the skills acquired by migrants abroad to the resident Telugus of Andhra Pradesh vide G.O. Ms.No.155, G.A. (Poll.C) Department, dated 01.11.2017.

3. Non-Resident Telugus are facing persistent challenges, particularly in areas such as property disputes, family conflicts, legal issues, and navigating bureaucratic processes in their home state. Notably, the rising number of complaints related to land, property, financial frauds and matrimonial disputes underscores the need for a focused approach. Current mechanisms, such as the NRI Grievance Cell in the O/o DGP, direct complaints through district police or civil courts, leading to delays due to the lengthy judicial process. This poses significant difficulties for NRTs who, due to geographical constraints, cannot frequently follow up on these matters in person.

4. In the reference 2nd read above, the CEO, APNRT Society, has reported that, establishment of Special Cells for NRT issues will significantly improve grievance redressal mechanisms, offering timely and effective solutions. This initiative will not only strengthen ties between NRTs and their homeland but also encourage greater economic and social contributions from the diaspora. By offering a centralized platform to resolve grievances promptly and transparently, these cells will provide a centralized platform to resolve grievances promptly and transparently, fostering trust in the state administration and enabling greater NRT participation in Andhra Pradesh's development.

5. The CEO, APNRT, has further stated that, during the review meeting held on 07.11.2024 under the Chairmanship of the Hon'ble Chief Minister, proposal for establishing dedicated mechanism in the district level has been considered and agreed in principle and accordingly, it is proposed to create the Special Cells to cater the needs of NRTs and to address the various NRT issues at the District Collectorates.

(P.T.O)

6. The CEO, APNRT Society, has therefore, submitted proposal for issuing necessary orders for establishment of Special Cells to address the urgent needs of NRTs regarding property, legal, and administrative issues from abroad and foster a more inclusive administrative framework.

7. Government, after careful examination of the proposal, hereby accord permission for establishment of Special Cells in the District Collectorates with MRO cadre Officer and SI/CI in the Office of Special Branch of District under the Superintendent of Police in each District, to resolve the grievances pertains to Criminal cases, Civil cases, Matrimonial disputes and Fraud duly following the judicial procedures with coordinating with District Collectorates and APNRT Society.

8. The objectives, structure and functions of the Special Cells are as follows:

Objectives:

- Establish a single-window system to address Non-Resident Telugu (NRT) grievances related to property, legal, and administrative matters.

- Enhance transparency, efficiency, and accountability in resolving Non-Resident Telugu (NRT)-related issues.

- Build trust between NRTs and the state administration, thereby encouraging further engagement of the diaspora and investments in the state.

Structure:

The Special Cell will operate within the District Collectorates premises for easy accessibility and effective coordination with Government departments.

a. Staffing:

- MRO-Cadre Officer in Collector office to be nominated by each Collector as Special Officer (NRT affairs) to assist the NRT's who approach him in resolving genuine property, land and administrative matters, including inheritance disputes.

- Sub-Inspector/Circle Inspector in the Office of Special Branch of District under the Superintendent of Police in each District to be nominated by the SP of each district as Special Police Officer (NRT affairs), to resolve the genuine grievances of NRTs pertaining to Criminal cases, Civil cases, Matrimonal disputes and Fraud duly following the judicial procedures coordinating with Special Officer(NRT affairs) of the concerned district and APNRT Society.

b. Technology Integration:

- Online Portal: Dedicated platform for NRTs will be created by NRT Society to lodge grievances, track their status, and communicate with the Special Cell.

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- The name, email id and phone number of the Special Officer and Police Special Officer to be published in the dedicated platform.

- Video Conferencing Facilities: To facilitate direct interaction for NRTs unable to visit in person.

Functions and Services:

- Grievance Redressal: Address complaints related to property disputes, fraudulent transactions, harassment, and legal matters.

- Coordination: Act as a liaison between NRTs and relevant departments, ensuring timely and effective resolutions.

- Legal Assistance: Provide basic legal guidance and connect NRTs with qualified professionals for further support.

- Awareness Campaigns: Inform NRTs about their rights, responsibilities, and government schemes designed for their benefit.

9. The CEO, APNRT Society, all the District Collectors and the Superintendents of Police/Commissioners of Police, Andhra Pradesh, shall take further necessary action accordingly, in the matter.

MUKESH KUMAR MEENA
PRINCIPAL SECRETARY TO GOVERNMENT (POLITICAL).

To
The CEO, APNRT Society, Vijayawada.
All the District Collectors, in the State.
All the Superintendents of Police, in the State.
All the Commissioners of Police, in the State.
Copy to:
The Director General of Police, Mangalagiri,.Guntur Dist.
The CCL&A, Mangalgiri, Guntur Dist.
OSD to Hon'ble Chief Minister.
PS to M(MSME;SERP;NRI Empowerment & Relations).
PS to Chief Secretary to Government.
PS to Principal Secretary (Political)
SC/SF.(2650954).

// FORWARDED :: BY ODER //

SECTION OFFICER